Desktop Optimization

DTS Begins Desktop Optimization

DTS Enterprise Desktop Services (EDS) has begun a DTS Desktop Optimization program. The charter for this program was submitted and approved on September 9, 2010.

The DTS Desktop Optimization program consists of three projects designed to facilitate the standardization of the desktop environment and the implementation of a campus focused enterprise help desk. The three projects within the DTS Desktop Optimization program are:

- Enterprise Client Management System Project
- Enterprise Help Desk Project
- Desktop Virtualization Pilot Project

Enterprise Client Management System The Enterprise Client Management System (ECMS) project itself is a multi-phase project and is currently in its first phase.

After careful review of the various desktop management products on the market, Novell's ZENworks Configuration Management was selected for the ECMS project. This product contains many desktop management capabilities that will enhance our abilities to provide more efficient support to our customers. It will also facilitate progress towards achieving a standard and optimized desktop environment.

> ECMS will enhance our abilities to provide more efficient support to our customers.

The capabilities that will be implemented within the product in this first phase are:

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- Desktop Imaging
- Application Management and Deployment
- Patch Management
- Inventory Reporting

Phase 1 of this project is well underway and is making good progress.

The primary system foundation has been installed and configured in the Salt Lake Data Center. A listing of applications, by agency, is being compiled and verified prior to migrating or creating their deployment sources into the system. These applications are also being tested for compatibility in a Windows 7 64-bit environment.

Phase 1 is expected to be completed by June 30, 2011.

Enterprise Help Desk A fully functioning Enterprise Help Desk (EHD) will provide consistent high level tier two support to customers across the state. The goals of the EHD are to maximize first call resolution and staff coverage, minimize queue time or rollover of calls and provide effective handling of all services to customers. The EHD, when fully implemented, will resolve most customer issues at first contact and limit the issues requiring the dispatch of field technicians.

DTS is in the process of developing procedures to help

> Goals of EHD are to maximize first call resolution and minimize queue time

optimize staffing, training and standard operating procedures across the enterprise for the Help Desk. Tools such as Remote Control are being implemented to facilitate achievement of these goals. The remote control tool will allow any machine with Internet access to connect to the Help Desk for support. Help Desk technicians will be able to rebuild computers remotely with minimal customer involvement.

The implementation of a standard call tracking system across the enterprise last year has allowed DTS to more accurately track customer needs, incident trends and staff training requirements. By standardizing what and how incidents are tracked across the enterprise DTS is able to gather the data needed to begin the process of providing consistent high level customer service.

> Virtualization pilot will be used to discover efficiencies for desktop users

Desktop Virtualization Pilot The Desktop Virtualization Pilot project will create a small production class model of virtualization technology meant for use in the

desktop environment. This model or proof of concept environment (POC) will be used to analyze the different ways this technology can be applied, in order to increase productivity or create efficiencies for desktop users.

Additionally, the POC will be used to analyze the impact of implementing this technology, i.e. how much additional network traffic does access to a virtual desktop create. Understanding the impact of delivering virtual desktops to users will help us to understand which features we can provide and how wide spread we can provide them.

Early tests using this technology have been extremely favorable in the following areas:

- Virtual desktops have effectively met agency needs where enhanced security or regulatory compliance is necessary.
- Virtual desktops are very effective in facilitating investigations involving viruses and spamware since they can be rebuilt in minutes.